

APPENDIX E: HIGH LEVEL SYSTEMS MAP

To understand the variety of services and supports for people with disabilities, the Indiana MIG conducted a High Level Systems Map. This map was first developed in 2008, and updated in 2009 and 2010. Interestingly, the map has evolved as state programs, leadership, and funding streams change. The MIG and the Leadership council recognize potential changes in economic, political, and high level governmental administration are inevitable. Anticipating that changes may impact services delivery, the MIG Comprehensive Strategic Plan is committed to guiding principles that afford people with disabilities quality of life in their living, learning and working environments despite any fluctuations in state leadership, economic situations, or scope of work.

Through high level mapping process, the MIG explored a number of federal, state and local programs that would be instrumental in participating in the strategic planning process whether through Active involvement or as a potential resource in the future. To describe the infrastructure, this map is broken down into several areas:

- Employment and Training Programs (entities the support job acquisition and training)
- Employment-Related Services and Community Supports
- Health-Related Disability and Employment Supports
- State Administered Public Assistance and Community Supports
- Other State Programs Involved with Disabilities and Employment/Community Supports
- Federal Agency Programs Collaborating on Employment and Disability Supports.

A brief overview of the High Level systems and state infrastructure is provided below and outlined in the corresponding High Level Systems Map.

The Indiana Family and Social Services Administration (FSSA) is the “umbrella” agency that primarily oversees the majority of services for Hoosiers with disabilities. FSSA is comprised of several divisions, and through the mapping process, it became evident that representation or collaboration of leaders from all of the FSSA divisions become involved with or aware of the activities of the Leadership Council and the strategic Planning process. These divisions and their specific involvement in the employment and community supports for people with disabilities are described below:

Division of Disability and Rehabilitative Services (DDRS) – Manages the delivery of services to children and adults with disabilities. DDRS oversees the Bureau of Rehabilitative Services for individuals entering or rejoining the workforce. A variety of services are available to consumers through the Bureau of Rehabilitation Services to assist individuals with disabilities to prepare, obtain, maintain and advance in employment. There are several bureaus within DDRS, including the Bureau of Child Development Services, the Bureau of Developmental Disability Services, the Bureau of Rehabilitation Services, and the Bureau of Quality Improvement Services. Each of these Bureaus provides a variety of services and supports for employment and community living. Because of the number of services provided, the Division is captured in the map within the areas of employment and training programs and also the employment-related community supports section of the map.

Office of Medicaid Policy and Planning - Performs medical review for determination of Medicaid eligible disability. Medicaid administers programs including the managed care system for Hoosier Healthwise, the Healthy Indiana Plan, and Indiana’s Care Select managed care program. Indiana’s Medicaid Buy-In,

Medicaid for Employees with Disabilities (M.E.D. Works), is also administered through the state Medicaid office. The M.E.D. Works population is generally served under the traditional Fee-for-Service (FFS) service model; however some members are also a part of the Care Select care management entity.

Division of Family Resources - Receives applications and approves eligibility for Medicaid, the Supplemental Nutritional Assistance Program (SNAP), Temporary Assistance for Needy Families (TANF), and the Child Care Development Fund (CCDF) for childcare services. DFR is implementing a hybrid model for determining eligibility that will use modernized application process using internet, document imaging and extended hour call-in services while increasing face to face contact options for clients who wish to have more hands on service. The Division of Family Resources operates in all 92 Indiana counties.

Division of Mental Health and Addiction - Supports network of mental health care providers. In addition to operating six psychiatric hospitals, the division funds addiction prevention and treatment programs. This state agency serves as the regulatory authority for community mental health centers, private psychiatric hospitals, addiction providers, opioid treatment programs, and community residential programs. The Division is focused on recovery programs for individuals with mental illness, and has planned activities around increasing employment outcomes for individuals with psychiatric disabilities.

Division of Aging - Funds long-term care through Medicaid programs. Services overseen by this Division are nursing home facilities, Area Agencies on Aging, home and community based services designed to assist senior citizens and individuals with disabilities for long-term care needs. Programs include the CHOICE and Medicaid Aged and Disabled Waiver programs which provide the services necessary for seniors and people with disabilities to remain in their homes. In addition, the DA also provides Adult Protective Services and State Long Term Care Ombudsman services, senior employment programs, guardianship services, caregiver assistance, and nutrition services.

Other State Programs that Serve Individuals with Disabilities:

Department of Workforce Development- The Indiana Department of Workforce Development's primary services include: WorkOne centers, unemployment insurance, labor market information, and regional workforce strategies. Eleven Regional workforce boards oversee the activities for workforce development. The Department of Workforce Development serves the worker and the employer to ensure workplace success. The locally operated WorkOne Centers, which are partner agencies with the Department of Workforce Development, provide employers with resources to post jobs and recruit candidates. Eleven Regional Workforce Resource Boards oversee efforts to build a workforce to meet the needs of employers, workers, and communities through planning, implementation and oversight of the workforce development system. The Boards consist of volunteers, and are represented on the MIG Leadership Council.

Department of Education, Center for Exceptional Learners- The center provides leadership and state-level support for public school gifted and talented (grades K-12) programs and for students with disabilities from ages 3-21. The following disabilities are included: autism spectrum disorder, communication disorder, deaf-blindness, developmental delay, emotional disability, hearing impairment, learning disability, mental disability, multiple disabilities, orthopedic impairment, other health impairment, traumatic brain injury, and visual impairment. The center ensures that Indiana is in compliance with the federal Individuals with Disabilities Education Act (IDEA), through monitoring of

special education programs, oversight of community and residential programs, provision of mediation and due process rights, and sound fiscal management.

Department of Corrections-The department of Corrections offers programs for re-entry into the community with specific re-integration programs such as Road to Re-entry, which includes supports for education, employment, family, health, and housing, programs for ex-offenders. These programs link with the other social service programs described within this map.

Department of Insurance- Housed within the Indiana Department of Insurance (IDOI), the State Health Insurance Assistance Program (SHIP) is a free & unbiased counseling program for Medicare beneficiaries in Indiana. People with disabilities who have Medicare questions and needs may contact SHIP for free services from trained volunteers. A number of volunteers are connected with the information offered through the WIPA programs regarding Social Security Benefits and Medicare provisions available to working beneficiaries. Within the Department of Insurance is a long-term care ombudsman, who addresses issues that Medicaid recipients may have with long-term care. Linked with Medicaid, the IDOI works with Medicaid recipients to understand asset protection for long-term care Medicaid, which is a potentially important issue for a number of Medicaid recipients choosing to build assets through employment earnings.

Department of Transportation-The Department of Transportation has federal funding through the Section 5310 Program which authorizes federal capital assistance grants to meet the special needs of elderly persons and persons with disabilities where public mass transportation services are unavailable, inadequate, or inappropriate. Indiana funds (roughly \$2 million annually) are available for distribution on an 80% federal basis and 20% local (applicant) matching basis. The Federal Section 5317 Program authorizes federal assistance grants to assist transit systems in meeting the needs of Disabled individuals, above and beyond ADA requirements. The Department of Transportation administers both Rural and Small Urban awards.

Department of Health (DOH) - The Indiana State Department of Health supports Indiana's economic prosperity and quality of life by promoting, protecting and providing for the health of Hoosiers in their communities including individuals with disabilities. The DOH has been instrumental in developing the goals, strategies and objectives of the overarching goal of increasing access to health care supports in the MIG strategic plan.

The Indiana Housing and Community Development Authority (IHCDA) - IHCDA is charged to help communities build upon their assets to create places with ready access to opportunities, goods, and services including safe, affordable, good-quality housing in economically stable communities. Through these efforts, the agency supports broad range of housing solutions, from temporary shelters to homeownership. ICHDA is also the grantee of the Assets for Independence program for Indiana, and works with financial literacy, asset development programs, directs the use of Individual Development Accounts, and trains and oversees many of the state's financial stability coalitions.

Indiana Protection and Advocacy Services—(IPAS)—has a number of programs to advocate for, and protect the rights of individuals with disabilities. One of these programs, Protection and Advocacy for Beneficiaries of Social Security (PABSS) has been instrumental in collaborating with the MIG project since the beginning of the MIG award in 2003.

Federal and State Partnerships:

Social Security Administration-The Social Security Administration Region V and Area 9 has been actively involved in the MIG projects around the areas of employment support, including the Benefits Information Network and the WIPA projects. The Area Work Incentive Coordinator has been proactively involved in the goals of the work incentive planning infrastructure, the Ticket to Work objectives for the state, and overall planning and support for addressing the Medicaid barriers to employment. The SSA Area Director has partnered with leadership council members through the Region V Work Incentives Advisory Group which addresses work incentive issues affecting Indiana and the Social Security Region.

Office of Veterans Affairs and Veteran's Administration-In Indiana, there are several VA offices that collaborate with the Office of Vocational Rehabilitation, the Work Incentives Planning and Assistance Projects, and other employment services. A number of Veterans are also eligible for other federal and state benefits, and the connection with the variety of supports for successful employment continues to remain a key issue the MIG must address. While the VA has a strong employment and training program housed within several of its larger facilities (Indianapolis, Fort Wayne, Marion) and other smaller locations, opportunities for ongoing collaboration exist between the MIG projects and the VA employment initiatives.

Internal Revenue Service-Working with financial literacy and asset development, training providers on tax work incentives and how IRS SPEC programs and VITA sites are able to support employed people with disabilities. The IRS has been involved in training the Benefits Information Network on services and outreach for incentives such as Earned Income Tax Credit, and financial literacy and asset building strategies for people with disabilities

Consumer and Advocacy Groups

The catalyst for moving the MIG CES forward is attributed to the commitment of consumers and advocates. The Leadership Council is comprised if a number of representatives who are leaders and/or members of the following groups:

- ARC of Indiana
- Indiana Association of Rehabilitation Facilities (INARF)
- Independent Living Centers (ICOIL)
- Indiana Council on Community Mental Health Centers
- IN-APSE—The Network on Employment
- Self Advocates of Indiana
- Indiana Chapter of NAMI
- Key Consumer Organization
- Governor's Planning Council for People with Disabilities

Finally, there are a number of representatives who represent providers of direct services. These include representatives of rehabilitation agencies, mental health providers, and the Work Incentive Planning and Assistance programs. The contributions of all of the agencies mentioned in this map enable the MIG to produce a strategic plan that is comprehensive and attentive to addressing the impending issues for Indiana's employment and training infrastructure for people with disabilities.